

Position Description – Maintenance Worker - Home Support

Position	Maintenance Worker - Home Support
Classification	KH7 (Dependent on Qualification)
Award	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Officers) Enterprise Agreement 2021-2025
Reports to	Home Support Coordinator
Direct reports	NA
Key relationships	Community health, community members and their supports, all team members
Hours of Work	As per individual contract of employment

About Rural Northwest Health

Rural Northwest Health employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.

Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organisation.

Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

OUR VISION

Strong, healthy, vibrant rural communities.

OUR MISSION

To promote wellness, enhance health, and support healthy ageing.

WHAT DEFINES US



We are committed to excellence



We listen and collaborate



We are caring and connected



We are friendly and enjoy our work



We are lifelong learners

Position summary

The Maintenance worker is responsible for providing timely, safe and client-focused home maintenance, gardening, and minor home modifications to support older people to remain living independently in their own homes.

This position involves travelling between clients' homes to provide direct service delivery, focusing on reducing risks to health and safety within the home environment and enabling independence, dignity, and wellbeing

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Key responsibilities

- Observe consumers health and wellbeing and report/feedback as necessary to coordinator
- Support consumers, their supporters, and significant others in a way that encourages confidence in their choice to remain living in the community.
- Ensure consumers’ dignity and self-esteem is maintained.
- Maintain a high level of confidentiality.
- Ensure service delivery is conducted in accordance with evidence-based practice, best practice standards and effective risk management.
- Deliver home maintenance and modifications services in line with CHSP guidelines, approved care plans, and individual client goals.
- Undertake minor repairs, safety-related maintenance, and installation of home modifications (e.g., grab rails, banister rails, handheld showers).
- Provide gardening and yard maintenance tasks that ensure a safe and accessible environment (e.g., lawn mowing, clearing pathways, pruning for safety).
- Conduct basic home safety assessments, identify risks, and escalate hazards requiring specialist or licensed trades.
- Ensure all work is undertaken safely, using appropriate tools, equipment, and protective measures.
- Maintain accurate service delivery records, including completion of tasks, materials used, and client feedback.
- Respect clients’ dignity, rights, preferences, and cultural diversity while providing services.
- Work collaboratively with coordinators, allied health professionals, and other service providers where required.
- Adhere to organisational policies, Work Health and Safety (WHS) requirements, and regulatory obligations.

Home Maintenance	Lawn mowing, weeding, pruning, gutter clearing (where safe). Changing light bulbs, tap washers, smoke alarm batteries. Basic non-structural repairs that improve safety.
Home Modification	Providing Occupational Therapy prescribed scope of workers that may include: Installing grab rails, handrails, and banister rails. Installing handheld showers and basic mobility supports. Install key safes, doorbells Other minor adjustments to improve accessibility and safety, in line with CHSP subsidy and scope.

Key position accountabilities

Leadership, Communication & Stewardship

- Influences other team members to bring their best by providing encouragement and being thankful.
- Speaks with others respectfully and in a way they can understand.
- Recognises when a person has communication needs beyond own skills and finds help.
- Acts in a way that values diversity.
- Takes care when using physical resources & environment.

Quality & Improvement

- Takes pride in a personal presentation.
 - Works consistently in line with policies, practice standards and work plans
 - Maintains quality of own work
 - Asks for help and guidance when tasks are outside experience and competence.
 - Supports others to achieve team goals.
 - Makes changes in own work practice and offers suggestions to improve services and care.
 - Understands and acts according to role to achieve the Aged Care Quality Standards and National Standards.
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Health and Safety

- Acts in a way that maintains health and safety for self and others that come in contact with the work area.
 - Adheres to safe work practices relevant to role.
 - Promptly reports issues that might put self or others at risk, incidents & near misses in ways appropriate to role.
 - Cares for others by speaking in a courteous and respectful manner at all times.
 - Knows what to do in an emergency relevant to role.
 - Personal and professional development.
 - Maintains practice within frameworks established by legislation, national and state policy.
 - Keeps up to date with mandatory education requirements for the role.
 - Discusses with manager about abilities and capabilities needed for role.
 - Recognises areas of strength and areas for development.
 - Takes part in personal development plans with manager &/or team leader.
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Information management

- Communicates accurate and relevant information to appropriate people and in line with role and organisational policy.
 - Uses social media responsibly and respectfully at all times.
 - Comply with legislative requirements related to documentation and information pertaining to residents, team members and the operations of all Rural Northwest Health facilities.
 - Utilises information technology as appropriate in the performance of the role.
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Key selection criteria

Essential:

- Demonstrated skills and experience in general home maintenance, gardening, or building tasks.
- Knowledge of safe work practices, tools, and equipment use.
- Ability to undertake minor home modifications in accordance with service scope.
- Strong communication and interpersonal skills with a client-centred approach.
- Ability to work independently and manage time effectively.
- Physical capacity to undertake manual tasks safely.
- Ability to maintain accurate written records and follow reporting procedures.

Desirable:

- Previous experience working with older people or in aged/community care settings.
 - Understanding of the strengthened Aged Care Quality Standards.
 - Trade background or relevant qualifications (e.g., carpentry, gardening, maintenance).
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Certificates, licenses and registrations

- Current satisfactory employee police check (dated within 12 months of commencement date)
- Current employee working with Children’s check
- Current Victorian driver’s license
- First Aid Certificate or willingness to obtain

Other requirements

- Current influenza (flu) vaccination
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Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature _____

Employee name (please print) _____ Date ____/____/____